Hits when having problems downloading PDF documents:

1) Download Adobe Acrobat Reader to the latest version (v 9.0 or greater).

2) Rather than opening the document by clicking on the link to the PDF file, go to the forms page of eRecruiting website, **right-click** on the form link, select "***Save Target As…***" and save the document onto your computer. Then open the **Adobe Reader** application <u>first</u>, then browse to and open the file you just saved on your computer.

3) Specifically, for the **CMS100** employment application, go to the forms page of eRecruiting website https://www2.illinois.gov/sites/work/Pages/Download.aspx, **right-click** on the CMS100 form link, select "***Save Target As…***" and save the document onto your computer. Then open the **Adobe Reader** application <u>first</u>, then browse to and open the **app_CMS100.PDF** file you just saved on your computer.

Notes:
Users have a lot of customizable control over their PCs. Sometimes user customizations inadvertently lose or miss-configure the association between the Adobe application and .PDF formatted documents, so when the PDF link is clicked, the computer no longer knows that PDFs are associated to Adobe so the PC doesn't know what to do.

Some browsers, like Chrome, Safari, Opera, etc., struggle opening dynamic PDF files and sometimes do not link to Adobe Reader properly. The above steps will work-around this issue.